

CMDP NEWS

Bi-Annual Newsletter for Arizona's Foster Care Community

FEBRUARY 2006

CMDP Ph#. 602-351-2245, 1-800-201-1795

Welcome to the **2006 Winter Edition** of the **CMDP NEWS!**



CMDP Mission Statement

“CMDP promotes the well being of Arizona’s children in foster care by ensuring, in partnership with the foster care community, the provision of appropriate and quality health care services.”

Cultural Competency in Health Care

Health care services should respect the culture of members. Services are culturally competent when they fit the member. They should be based on the member’s needs.

We want members to get health care services that are best for them. Please contact Member Services and tell us if any cultural needs are not addressed.

Use the Member Services Unit as a resource to find child specific, culturally competent health care services and/or providers, **such as the following:**

- Past AHCCCS health care providers
- Health care providers for the individual needs of a member, including one of a certain gender, ethnicity, location, or one who speaks a certain language
- Health care services responsive to a member’s cultural or religious beliefs
- Translation services for health care appointments
- Interpretation services orally or for hearing impaired
- Health care information in a native language
- Health care information in an alternative format for the visually impaired



Medical Appointments

Children new to in foster care must have a physical exam. The exam should take place within the first 30 days of entering foster care. Please schedule an exam for members who have not had this exam.

Equal Opportunity Employer Program. Under the Americans with Disabilities Act (ADA), the Department must make a reasonable accommodation to allow a person with a disability to take part in a program, service, or activity. For example, this means that if necessary, the Department must provide sign language interpreters for people who are deaf, a wheelchair accessible location, or enlarged print materials. It also means that the Department will take any other reasonable action that allows you to take part in and understand a program or activity, including making reasonable changes to an activity. If you believe that you will not be able to understand or take part in a program or activity because of your disability, please let us know of your disability needs in advance if at all possible. This document is available in alternative formats by contacting Member Services (602) 351-2245 or 1-800-201-1795. **Empleador/Programa con Igualdad de Oportunidades. Para obtener este documento en otro formato, comuníquese con Servicios para Miembros al 602.351.2245 o al 1-800-201-1795.**



Please note: All CMDP members should get a complete physical exam each year.

Call your Primary Care Provider (PCP) to make an appointment. The phone number is in the Provider Directory and on the PCP letter from CMDP. When you call, say the member is covered by CMDP.

A regular appointment should be scheduled within **21 days** of calling a PCP. You should get an urgent (serious, but not life threatening) one within **two days**. You should get an emergent appointment the **same day** you request it. Call Member Services if you have any trouble getting an appointment.

To cancel or change an appointment, please call providers at least one day before. Some providers may try to charge a fee for a missed appointment. By State of Arizona law, CMDP cannot pay for missed or no-show appointments.

At The Appointment:

When a baby cries, a warm hug may stop his tears. When a toddler falls down, she may seek her caregiver's arms for comfort. It's the same in medical situations; but you do not have to wait for the tears.

When young children need medical care, a hug or your touch can help them relax and feel safe. This can also help the medical staff care for the child.

Based on the child's needs, choose a holding position that offers the most support. The PCP and the office staff can help.

If a child is worried about the pain of a shot, be honest. Compare it to the pain of stubbing your toe; it hurts for a few seconds, but the pain soon goes away.

Speak in a soothing tone. Even if the child is too young to understand what you're saying, the tone of voice can be supportive.

While holding the child, you may need to distract her by reading a favorite book. You can also tell stories or hum a lullaby.

Afterwards, praise them for being so brave. Do something special if possible. Ending the experience on a positive note can help them face future medical visits with confidence.



Urgent Care

After business hours, at night or on weekends, call your PCP to get advice. You may be told to come to the office in the morning or to go to a hospital right away. If you do not reach the PCP, go to an urgent care center if the member's life is not in danger.

Urgent care centers can be used for a cough, sprain, high fever or earache. Urgent care centers have many of the services as a doctor's office. They can also call 9-1-1 to take a child to the hospital if needed.

Tell the PCP and the case manager when members receive urgent care. This is important for them to know. Ask the PCP which urgent care center to use for emergencies after business hours. You can also



check the CMDP Provider Directory or call Member Services for the approved locations.

Early & Periodic Screening, Diagnosis & Treatment (EPSDT)

Or

The Wellness Check-Up Program:

Members should get the EPSDT or Wellness Check-Ups to prevent illness and stay healthy. These check-ups should be part of each PCP visit. These visits are good for infants to young adults.

The services offered include:

- Shots or immunizations
- Growth and development checks
- Complete health history and physical exam
- Vision and hearing tests
- Behavioral health assessments
- Dental check-ups, treatment and referrals for more services if needed
- Other tests as needed
- Follow-up care for any health problems

Each time you visit the PCP, please bring the member's shot record.

A brochure on EPSDT or the Wellness Check-Up Program is in each new member packet. If you need a copy contact the Member Services Unit.



Special Education Hotline

Arizona's children with disabilities have rights under special-education laws.

The **Arizona Center for Disability Law** has a telephone hotline to help you.

Free advice is given to help children stay in school and reach their full potential. Referrals to community resources and free legal services in selected cases are also offered. Spanish speaking staff is available.

The hotline is staffed during the following hours:

- Monday & Thursday- 9:00 AM - 1:00 PM
- Tuesday & Wednesday-1:00 PM- 5:00 PM
- Call 1-800-927-2260, (Voice /TTY) or 602-274-6287 (Voice/TTY)

Family Planning Services

Family planning and birth control services are covered by CMDP. The CMDP Family Planning Services form (CMD-078) is to be shared yearly with members that are ages 12 and older. The form is also in the packets for new members in this age group.

Members can talk about the services with their Primary Care Provider (PCP). A copy of the form is included with this newsletter.

Meningitis Vaccines
For Adolescents and Young Adults

Meningococcal meningitis is a serious and very harmful bacterial infection. It strikes nearly 3,000 people a year. In May 2005, the Centers for Disease Control and Prevention (CDC) issued a call for routine vaccinations (shots) for meningitis.

Children 11-12 years old should get the vaccine at their PCP's office during a regular visit.



Young adults entering high school, or by **age 15**, are at risk. **College freshmen living on campus** are also at risk. Both groups should get this shot.

Certain lifestyle factors place the two groups above at risk, such as:

- Crowded living conditions (dorms, sleep-over camps, boarding schools)
- Moving to a new residence
- Attending a new school with students from different areas
- Sharing drinks or eating utensils (spoons/forks)
- Going to bars
- Sharing cigarettes
- Irregular sleeping patterns

Members and foster caregivers should talk with their PCP to learn more about this disease. Please discuss the risks and the need for shots.

Caregivers can talk to children about practicing good hygiene, such as hand washing and not sharing items that touch the mouth. This can help stop the spread of the disease.

◆ **Young adults leaving foster care should check their shot records to ensure they have all of their immunizations.** If there are any questions or concerns, please contact the Medical Services Unit for help.

Arizona 2-1-1 Online

Arizona 2-1-1 Online (www.az211.gov) is a new way to help people find services. This is a one-stop, easy to understand website. Listings of public and community health and human services are

provided. There are helpful tips, links to key web sites, and maps to office locations.

The web site has news bulletins and official information during emergencies from federal, state, local and emergency response agencies. The web site gives **Amber Alert** notices, public health advisories and places to volunteer in your community.



**Visit the CMDP Internet
Web site at:**

<http://www.azdes.gov/dcyf/cmdpe/>

How useful is our web site? If you have any questions or comments please let us know. Your feedback is very important to CMDP.

Additional Internet Resource

The **“Harvard Education Letter”** web site has studies on early childhood education. The site also has links to other web sites. The web site explains how early learning skills can help young children in school. The address is:

<http://edletter.org/fcd/resources.shtml>